

**General Services Administration
Federal Supply Services**

**Information Technology Services
Authorized IT Schedule Pricelist**



Contract Number:
GS-35F-4986H

Contract Period:
April 8, 2008 – September 7, 2018

Certified Small Disadvantaged Business

Certified Service Disabled Veteran Owned Small Business



*Diverse Technologies Corporation
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Upper Marlboro, Maryland 20772*

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GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST
INFORMATION TECHNOLOGY (IT) SERVICES

Special Item No. 132-51 Information Technology Professional Services

Diverse Technologies Corporation
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Upper Marlboro, MD 20772
Phone: (301) 669-1000
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Internet Address www.diversetech.com

Business Size: Small Disadvantaged Business,
Service Disabled Veteran Owned Small Business

Contract Number: GS- 35F – 4986H

Period Covered by Contract: 8 April 2008 to 7 September 2018

General Services Administration
Federal Supply Service

Pricelist current through Modification # P0-0018 dated 8 September 2013

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™ a menu driven database system. The Internet address for GSA Advantage!™ is <http://www.fss.gsa.gov>.

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DIVERSE TECHNOLOGIES CORPORATION OVERVIEW

Diverse Technologies Corporation (DTC) is a high technology, professional services firm. DTC, a certified small disadvantaged business, provides full service consulting support in six different business areas. DTC's core business competencies are as follows:

DTC's CORE BUSINESS COMPETENCIES	
Information Technology Services	Program Management Services
Training Services	Engineering Services
Logistics Support Services	Financial Management Services

DTC has modern office facilities outfitted with state-of-the-art computer equipment and spacious conference and training facilities. Headquartered in Clinton, Maryland, DTC has offices in the following locations:

- Upper Marlboro, Maryland
- Lexington Park, Maryland
- Mechanicsburg, Pennsylvania

DTC has many special qualifications in the Information Technology services arena. DTC is a Microsoft Certified Solutions Provider, an Oracle Business Partner, a Lotus Business partner and a Cognos Services Partner.

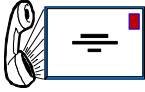
DTC's customer-focused management approach allows us to deliver the highest quality services and products to our GSA Schedule Contract customers - on time and within budget. For this contract, we offer each customer a simple and straightforward management approach directed at four specific outcomes:



- ♦ **Customer Focus** - We understand our job is to help our customers accomplish their goals and mission and we will always go out of our way to do so. We will always stay focused on your needs and listen to what you ask us to do.



- ♦ **Skilled Personnel** - For each Delivery Order received, DTC will assign a Project Manager and supporting staff with the appropriate mix of experience and technical, functional, and management skills. The technical support staff provided will be experienced, professional, and highly efficient in the tasking areas.



- ♦ **Communication and Feedback** - DTC initiates frequent and timely communication among our team and with our customers. For example, we opt for a quick phone call to alleviate a potential problem, rather than waiting for the delivery of a status report to point out problems. Our schedule customers can expect frequent and pro-active communication.



- ♦ **Total Quality Management (TQM) & Continuous Process Improvement** - DTC's TQM program focuses on quality of service and customer satisfaction. We use previous experience and current work project results to continuously improve our procedures and processes.

DTC HALLMARKS ARE PERFORMANCE, QUALITY, INNOVATION, EFFICIENCY, EFFECTIVENESS, AND INTEGRITY. TO LEARN MORE ABOUT DTC, PLEASE VISIT OUR COMPANY WEB SITE AT:
WWW.DIVERSETECH.COM

AUTHORIZED FEDERAL SUPPLY SERVICE

INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-51 Information Technology Professional Services

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, Data Services, or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract:

The 48 contiguous states and the District of Columbia.

2. Contractor's Ordering Address and Payment Information:

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Diverse Technologies Corporation 301-669-1000

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 60-124-2720

Block 30: Type of Contractor - A-Small Disadvantaged Business

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business

- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - NO

Block 36: Contractor's Taxpayer Identification Number (TIN): 54-1484689

Block 40: Veteran-Owned Small Business (VOSB)- A-Service Disabled Veteran Owned Small Business

- A. Service Disabled Veteran Owned Small Business
- B. Other Veteran Owned Small Business
- C. Not Veteran Owned Small Business

4a. CAGE Code: 0RMG7

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO).

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None Offered
- b. Quantity: None Offered
- c. Dollar Volume: None Offered
- d. Government Educational Institutions: Offered the same discount as all other agencies.

8. Trade Agreements Act of 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing:

All packaging meets export packaging requirements.

10. Small Requirements: The minimum dollar value of orders to be issued is \$ 100.00.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000 on Special Item Number 132-51 - Information Technology (IT) Professional Services.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsize the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

a. Orders placed at or below the micro-purchase threshold. ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price

reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal

liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. **CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. **GSA Advantage!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

17. **PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. **CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

N/A

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public

work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.diversetech.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION
TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)
(G-FCI-920) (MAR 2003)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for

considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

(i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11 INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate I (APR 1984) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

Line Item Number	Labor Category	2013	2014	2015	2016	2017	2018
1	Project Manager	\$107.50	\$109.65	\$111.84	\$114.08	\$116.36	\$118.69
2	Operations Manager	\$84.32	\$86.01	\$87.73	\$89.48	\$91.27	\$93.10
3	Database Analyst	\$82.01	\$83.65	\$85.33	\$87.03	\$88.77	\$90.55
4	Database Management Specialist	\$54.83	\$55.92	\$57.04	\$58.18	\$59.34	\$60.53
5	Sr. Database Management Specialist	\$68.07	\$69.43	\$70.82	\$72.23	\$73.68	\$75.15
6	Computer Systems Analyst	\$64.65	\$65.94	\$67.26	\$68.60	\$69.98	\$71.38
7	Sr. Computer Systems Analyst	\$75.25	\$76.76	\$78.29	\$79.86	\$81.45	\$83.08
8	Software Engineer	\$87.95	\$89.71	\$91.51	\$93.34	\$95.21	\$97.11
9	Systems Engineer	\$104.30	\$106.39	\$108.52	\$110.69	\$112.90	\$115.16
10	Sr. Systems Engineer	\$109.65	\$111.84	\$114.08	\$116.36	\$118.69	\$121.06
11	Application Engineer	\$68.45	\$69.82	\$71.21	\$72.64	\$74.09	\$75.57
12	Sr. Application Engineer	\$71.30	\$72.73	\$74.18	\$75.67	\$77.18	\$78.72
13	Sr. Information Engineer	\$74.15	\$75.63	\$77.14	\$78.68	\$80.26	\$81.86
14	Help Desk Specialist	\$39.94	\$40.74	\$41.55	\$42.39	\$43.23	\$44.10
15	Help Desk Manager	\$66.55	\$67.88	\$69.24	\$70.63	\$72.04	\$73.48
16	Principal Systems Architect	\$69.99	\$71.39	\$72.82	\$74.28	\$75.76	\$77.28
17	Sr. Systems Architect	\$93.83	\$95.70	\$97.62	\$99.57	\$101.56	\$103.59
18	System Administrator/Operator	\$46.03	\$46.95	\$47.89	\$48.85	\$49.82	\$50.82
19	Technical Writer	\$48.86	\$49.84	\$50.84	\$51.85	\$52.89	\$53.95
20	Data Entry Clerk/Typist	\$21.55	\$21.98	\$22.42	\$22.87	\$23.33	\$23.79
21	Administrative Assistant	\$35.92	\$36.64	\$37.38	\$38.12	\$38.89	\$39.66
22	Program Manager I	\$66.55	\$67.88	\$69.24	\$70.63	\$72.04	\$73.48
23	Program Manager II	\$108.99	\$111.17	\$113.39	\$115.66	\$117.97	\$120.33
24	Subject Matter Expert I	\$125.38	\$127.89	\$130.45	\$133.06	\$135.72	\$138.43
25	Subject Matter Expert II	\$146.03	\$148.95	\$151.93	\$154.97	\$158.07	\$161.23
26	Subject Matter Expert III	\$171.02	\$174.44	\$177.93	\$181.49	\$185.12	\$188.82
27	Supply Systems Analyst/Task Leader	\$46.60	\$47.53	\$48.48	\$49.45	\$50.44	\$51.45
28	Inventory Management Analyst	\$41.39	\$42.22	\$43.06	\$43.92	\$44.80	\$45.70
29	Supply Systems Technician	\$38.06	\$38.82	\$39.59	\$40.38	\$41.19	\$42.02
30	Systems Technician III	\$39.85	\$40.65	\$41.46	\$42.29	\$43.14	\$44.00
32	Systems Technician I	\$34.57	\$35.26	\$35.96	\$36.68	\$37.42	\$38.16
32	Chief EI Senior Architect	\$314.43	\$320.72	\$327.13	\$333.67	\$340.35	\$347.15
33	Sr. EI Subject Matter Expert	\$229.18	\$233.76	\$238.44	\$243.21	\$248.07	\$253.03
34	EI Solution Architect	\$194.52	\$198.41	\$202.38	\$206.42	\$210.55	\$214.76
35	Sr. EI Developer	\$167.18	\$170.53	\$173.94	\$177.42	\$180.96	\$184.58

Note: Years 2013 – 2018 are for planning purposes only.

INFORMATION TECHNOLOGY LABOR CATEGORY DESCRIPTIONS

1. Project Manager

- A. Duties. Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven years experience, of which at least four years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.
1. With a Master's Degree (in the fields described in B above): five years of general experience of which at least three years specialized experience is required.
 2. With a Ph.D. (in the fields described in B above) five years of specialized experience is required.
 3. With eight years general experience of which at least five years of specialized experience, a degree is not required.

2. Operations Manager

- A. Duties. Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale computer system, knowledge of hardware, software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.
1. With a Master's Degree (in the fields described in B above): five years general experience of which at least three years must be specialized experience is required.

2. With nine years of general experience of which at least six years must be specialized experience, a degree is not required.

3. Database Analyst

- A. Duties. Manages and/or develops database projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts. Evaluates and recommends available DBMS products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific use applications.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes demonstrated responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.
 1. With a Master's Degree (in the fields described in B above): four years general experience of which at least three years must be specialized experience is required.
 2. With eight years of general experience of which at least five years must be specialized experience, a degree is not required.

4. Data Base Management Specialist

- A. Duties. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.
 1. With a Master's Degree (in the fields described in B above): four years general experience of which at least three years must be specialized experience is required.
 2. With seven years of general experience of which at least five years must be specialized experience, a degree is not required.

5. Senior Data Base Management Specialist

- A. Duties. Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. Provides daily supervision and direction to support staff.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of eight years

experience, of which at least six years must be specialized. Specialized experience includes: demonstrated experience with DBMS design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

1. With a Master's Degree (in the fields described in B above): seven years general experience of which at least five years must be specialized experience is required.
2. With ten years of general experience of which at least eight years must be specialized experience, a degree is not required.

6. Computer Systems Analyst

A. Duties. Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of three years experience, of which at least two years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of the programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

1. With a Master's Degree (in the fields described in B above): two years general experience of which at least one year must be specialized experience is required.
2. With four years of general experience of which at least two years must be specialized experience, a degree is not required.

7. Senior Computer Systems Analyst

A. Duties. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user

satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

1. With a Master's Degree (in the fields described in B above): four years general experience of which at least three years must be specialized experiences required.
2. With a Ph.D. (in the fields described in B above) a minimum three years of general experience is required
3. With eight years of general experience of which at least five years must be specialized experience, a degree is not required.

8. Software Engineer

A. Duties. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interprets software requirements and design specifications to code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

B. Qualifications. A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. This position requires a minimum of three years experience as a software engineer; two years experience working with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and one year working with data base management systems.

1. With a Masters degree (in the fields described above): one year of specialized experience and two years general experience as a software engineer is acceptable.
2. With six years of general experience of which at least four years must be specialized experience, a degree is not required.

9. Systems Engineer

- A. Duties. Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Ensures these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards – such as the IEEE Open Systems Environment reference model – as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software applications. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable portable, and scaleable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management designs.
- B. Qualifications. A Bachelor's degree with a minimum of three years of experience or equivalent in technical leadership and guidance, problem definition, computer and communication system design and implementation. General experience includes exhibiting a broad technical understanding, performing complex technical work, and carrying a high level of responsibility in conceptualization, planning, and coordination with other projects. Perform at a professional level with minimum guidance and direction. Exhibit initiative and judgement and have latitude in carrying out assignments. Required to have a broad technical background suitable to allow a significant contribution in a number of technical areas or to be a recognized technical expert in a specialty.
1. With a Master's degree a minimum of two years of experience or equivalent.
 2. With five years of general experience of which at least three years must be specialized experience, a degree is not required.

10. Senior Systems Engineer

- A. Duties. Performs complex technical tasks, which carry a high level of responsibility in conceptualization, planning, and coordination with other projects. Other duties include technical leadership and guidance, problem definition, computer and communication system design and implementation. Senior Systems Engineers may provide technical direction to other technical employees.
- B. Qualifications. A Bachelor's degree with a minimum of six years of experience or equivalent in technical leadership and guidance, problem definition, computer and communication system design and implementation. General experience includes exhibiting a broad technical understanding, performing complex technical work, and carrying a high level of responsibility in conceptualization, planning, and coordination with other projects. Perform at a professional level with minimum guidance and direction. Exhibit initiative and judgement and have latitude in carrying out assignments. Required to have a broad technical background suitable to allow a significant contribution in a number of technical areas or to be a recognized technical expert in a specialty.
1. With a Master's degree a minimum of four years of experience or equivalent.
 2. With a Ph.D. a minimum of three years of experience or equivalent.

3. With eight years of general experience, of which at least six must be specialized experience, a degree is not required.

11. Applications Engineer

- A. Duties. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of three years experience, of which at least two years must be specialized. Specialized experience includes: experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.
 1. With a Master's Degree (in the fields described in B above): two years general experience of which at least one year must be specialized experience is required.
 2. With five years of general experience of which at least three years must be specialized experience, a degree is not required.

12. Senior Application Engineer

- A. Duties. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing program and assist in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of six years experience managing or performing software engineering activities, of which at least four years must be specialized. Specialized experience includes: demonstrated experience working with Ada, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.
 1. With a Master's Degree (in the fields described in B above): four years general experience of which at least three years must be specialized experience is required.
 2. With eight years of general experience of which at least six years must be specialized experience, a degree is not required.

13. Senior Information Engineer

- A. Duties. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven years experience, of which at least four years must be specialized. Specialized experience, in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.
1. With a Master's Degree (in the fields described in B above) five years general experience of which at least three years must be specialized experience is required.
 2. With a Ph.D. (in the fields described in B above) three years of general experience is required of which at least one year must be specialized
 3. With ten years of general experience of which at least seven years must be specialized experience, a degree is not required.

14. Imaging Specialist

- A. Duties. Analyzes business applications and design specifications for imaging activities and applications. Evaluates the quantity and quality of materials to be scanned, and documents special customer requirements. Performs preliminary scanning test(s), if required. Develops workplans showing the cost benefits of imaging within a customer's application and prepares reliable cost estimates. Evaluates and recommends appropriate imaging, OCR, and other document handling hardware and software. Tests, debugs, and refines the software and hardware to produce the required imaging product. Reengineers scanning and OCR software and reconfigures hardware to reduce operating time or improve efficiency. Supervises quality assurance of the scanning process and the scanning product. Provides technical direction to data entry personnel to ensure scanning program deadlines are and that errors or re-do's are well within tolerances. Provides consultation to the company on the state of the imaging and document management art.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of three years experience, of which at least two years must be specialized. Specialized experience includes: hands-on experience in operating imaging, OCR, and document management hardware and

software, knowledge of associated computer equipment and the ability to develop or reengineer complex software to satisfy scanning design objectives. Demonstrated ability to work independently or under only general direction.

1. With a Master's Degree (in the fields described in B above): two years general experience of which at least one year must be specialized experience is required.
2. With five years of general experience of which at least three years must be specialized experience, a degree is not required.

15. Help Desk Specialist

- A. Duties. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.
- B. Qualifications. An Associate's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. This position requires a minimum of three years experience. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
 1. With a Bachelor's Degree (in the fields described in B above): two years general experience.
 2. With four years general experience of which at least three years is specialized, a degree is not required.

16. Help Desk Manager

- A. Duties. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.
- B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
 1. With a Master's Degree (in the fields described in B above): three years general experience of which at least two years must be specialized experience is required.

2. With seven years general experience of which at least five years is specialized, a degree is not required.

17. Principal Systems Architect

- A. Duties. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.
- B. Qualifications. A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.
 1. With a Ph.D. (in the fields described in B above): eight years of general experience is required of which at least six years must be specialized experience.
 2. With A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline and 12 years general experience of which at least nine years must be specialized experience, a Masters degree is not required.

18. Senior Systems Architect

- A. Duties. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant. Evaluates analytically and systematically problems of

workflows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

- B. Qualifications. Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of seven years experience, of which at least five years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF1x, entity relationship diagrams), and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems.
1. With a Master's Degree (in the fields described in B above): five years general experience of which at least four years must be specialized experience is required.
 2. With a Ph.D. (in the fields described in B above) three years of general experience is required of which at least one year must be specialized experience.
 3. With nine years of general experience of which at least seven years must be specialized experience, a degree is not required.

19. System Administrator / Operator

- A. Duties. Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.
 - B. Qualifications. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of three years experience, of which at least two years must be specialized experience in administrating UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.
1. With a Master's Degree (in the fields described in B above): two years general experience of which at least one year must be specialized experience is required.
 2. With five years general experience of which three years is specialized, a degree is not required.

20. Technical Writer

- A. Duties. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.
- B. Qualifications. A Bachelor's degree in English, Literature, or other related discipline. This position requires a minimum of three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

1. With a Master's Degree (in the fields described in B above): two years general experience of which at least one year must be specialized experience is required.
2. With seven years general experience of which at least five years is specialized, a degree is not required.

21. Data Entry Clerk / Typist

- A. Duties. Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.
- B. Qualifications. Requires a high school diploma and one-year experience in data entry and verification. Typically required to Works under close supervision and direction.
 1. An Associate of Arts (AA) degree in Computer Science or related study will be considered equivalent to one half year of general experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

22. Administrative Assistant

- A. Duties. Typing, use of automation equipment, such as personal computers and printers. Knowledge of WordPerfect software, Microsoft Office Products, and coordination and management of documentation flow.
- B. Qualifications. Requires a high school diploma and two years of related experience.

23. Program Manager I

- A. Duties. The Program Manager I serves as a task management leader on simple or small information technology tasks or programs. Provides program management direction and coordinates project personnel. Serves as the initial liaison between the Contractor and the Government. Carries out program and financial management tasking on day-to-day operations, including man-hour loading, assuring timely contract deliverables, and personnel management. Provides technical input as required. Reviews deliverables prior to submission.
- B. Qualifications. Bachelor's degree in, business management, finance, accounting, computer science, information systems, engineering or project related discipline required. Five years of program management related experience.
 1. Two years project related experience may be substituted for each year short of the required degree.

24. Program Manager II

- A. Duties. The Program Manager II serves as the overall lead or director on multiple information technology programs, tasks, and contracts and serves as the principal liaison between the Contractor and the Government. The Program Manager II is responsible for ensuring that all tasking associated with a government-funded program or project is completed effectively and

efficiently, on time and within budget. The Program Manager II is also responsible for providing updated technical, managerial, and contractual inputs to the Government.

- B. Qualifications. Bachelor's degree in, business management, finance, accounting, computer science, information systems, engineering or project related discipline required. Eight years of program management related experience.
- 1. Two years project related experience may be substituted for each year short of the required degree.

25. Subject Matter Expert I

- A. Duties. Conducts standard and specialized training in field of expertise. Performs technology investigations, assessments and evaluations of system integration and conversion efforts, technical support issues, and staffing requirements. Supports efforts related to new technology systems, concepts, designs, and integration efforts. Analyzes the design, development, and support of customer-automated systems associated with systems, equipment or software. Advises on technologies and concepts that solve complex problems. Conducts high level impact studies and analyses associated with field of expertise.
- B. Qualifications. Bachelor's degree or industry standard technical training which is substantive and directly relevant to the technical area and the subject matter of the task. 5 years of intensive and progressive experience in the individual's field of study and specialization.
- 1. Substitution: Four additional years experience may be substituted for Bachelor's degree.

26. Subject Matter Expert II

- A. Duties. Conducts standard and specialized training in field of expertise. Performs technology investigations, assessments and evaluations of system integration and conversion efforts, technical support issues, and staffing requirements. Supports efforts related to new technology systems, concepts, designs, and integration efforts. Analyzes the design, development, and support of customer-automated systems associated with systems, equipment or software. Advises on technologies and concepts that solve complex problems. Conducts high level impact studies and analyses associated with field of expertise.
- B. Qualifications. Bachelor's degree or industry standard technical training which is substantive and directly relevant to the technical area and the subject matter of the task. 8 years of intensive and progressive experience in the individual's field of study and specialization.
- 1. Substitution: Four additional years experience may be substituted for Bachelor's degree.

27. Subject Matter Expert III

- A. Duties. Conducts standard and specialized training in field of expertise. Performs technology investigations, assessments and evaluations of system integration and conversion efforts, technical support issues, and staffing requirements. Supports efforts related to new technology systems, concepts, designs, and integration efforts. Analyzes the design, development, and support of customer-automated systems associated with systems, equipment or software. Advises on technologies and concepts that solve complex problems. Conducts high level impact studies and analyses associated with field of expertise.

- B. Qualifications. Bachelor's degree or industry standard technical training which is substantive and directly relevant to the technical area and the subject matter of the task. 12 years of intensive and progressive experience in the individual's field of study and specialization.

1. Substitution: Four additional years experience may be substituted for Bachelor's degree.

28. Supply Systems Analyst/Task Leader

- A. Duties. Monitors and reviews automated property records and systems. Plans and forecasts inventory needs after assessing client requirements and changing technologies. Identifies, analyzes and makes recommendations to solve difficult technical items within an automated cataloging system. Evaluates new information technology and automated inventory systems and COTS tools for project related application, including review of cost and ability to integrate or replace existing automated or manual systems. Applies knowledge of industrial management methods and procedures in producing and maintaining automated systems documentation, correspondence, records or directives. Applies knowledge of present and proposed programs, program changes, work operations, work sequences and schedules to manage inventory or property systems. Performs as project task leader for system technology upgrades.

- B. Qualifications. Project related military service training or certificate from an industry trade school, or an Associates Degree in Inventory Systems or Supply Services Management, Information Systems Management, Business, or other related discipline is required. This position requires a minimum of six years experience; five years general experience and one year of specialized experience with automated inventory management systems. Has an in depth knowledge and understanding of programs, needs, customer operations and security requirements of the organizations being serviced.

1. Two additional years of project related experience may be substituted for required degree.

2. A Bachelors Degree may be substituted for three years of the required general experience.

29. Inventory Management Analyst

- A. Duties. Assess and identify requirements for new automated inventory management systems that may be applicable to project related tasking. Analyze, review and recommend project related hardware and software COTS tools for potential acquisition and installation. Plans and assists with data transfer from legacy systems to current technology automated database and inventory management systems. Monitors inventory item movement throughout internal and networked systems as required by customer.

- B. Qualifications. Project related military service training or certificate from an industry trade school, or an Associates Degree in Computer Systems, Inventory Systems or Supply Services Management, Information Systems Management, Business, or other related discipline is required. This position requires a minimum of four years experience; three years general experience and one year of specialized experience with automated inventory or property systems and databases. Knowledge of customer project related security requirements.

1. Two additional years of project related experience may be substituted for required degree.

2. A Bachelors Degree may be substituted for three years of the required general experience.

30. Supply Systems Technician

A. Duties. Update and maintain automated shipment files to provide customers with component or project status. Assist property management tracking and reporting and update of database files for inventory management. Maintains Barcode software and hardware systems and updates database for appropriate inventory changes. Maintains inventory records and files and notifies appropriate shipping and receiving activities via automated inventory status systems.

B. Qualifications. Requires a high school diploma and two years project related experience. Experience in inventory, property and/or barcode systems.

1. An Associates Degree may be substituted for two years of experience.

31. Systems Technician III

A. Duties. Leads and directs installation, monitoring, troubleshooting, and maintenance of automated systems hardware and software components. Assists with layout and design of networked systems. Configures, installs, maintains and troubleshoots audiovisual, instrumented, integrated or networked systems.

B. Qualifications. A military or civilian trade school certification and ten years project related experience. Experienced in troubleshooting and maintaining electronics, instrumentation or test equipment. Must have experience with project related security procedures.

1. An Associates Degree may be substituted for two years experience.

2. A Bachelors Degree may be substituted for four years of the required general experience.

32. Systems Technician I

A. Duties. Install, monitor, troubleshoot, and maintain automated systems hardware and software components. Installs and maintains audiovisual, instrumented, integrated or networked systems.

B. Qualifications. A military or civilian trade school certification and four years project related experience. Experienced in troubleshooting and maintaining electronics, instrumentation or test equipment. Must have knowledge or experience with project related security procedures.

1. An Associates Degree may be substituted for two years experience.

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